

185398
185400
185401



HARGRAY

2006-223-C - Bluffton
2006-242-C - ILEC - Hargray
2000-520-C - CLEC Hargray

April 10, 2007

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of South Carolina
P O Box 11649
Columbia SC 29211

C. Dukes Scott
Executive Director
Office of Regulatory Staff
P O Box 11263
Columbia SC 29211

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton
Telephone Co. Inc., and Hargray Inc. for the quarter ended 12/31/06.

3/31/07

Dear Sirs:

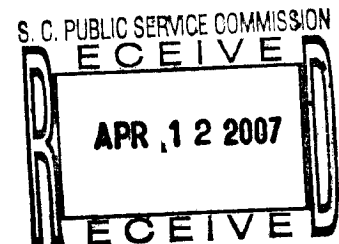
I have enclosed the Quality of Service reports for Hargray Telephone and Bluffton
Telephone. I have also enclosed the CLEC service quality report for Hargray Inc.

Please contact me at 843-341-1579 if you should have any questions.

Yours truly,

Ed Heuck
Chief Technology Officer

Enclosures



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANY

QUARTER / YEAR Q1 / 2007

Reporting Month	<u>JANUARY</u>	<u>FEBRUARY</u>	<u>MARCH</u>
Number of Customer Access Lines Provided:			
via Resale	<u>~</u>	<u>~</u>	<u>~</u>
via UNE-P	<u>~</u>	<u>~</u>	<u>~</u>
via Other Methods	<u>23607</u>	<u>23918</u>	<u>24227</u>
Total Line Count	<u>23607</u>	<u>23918</u>	<u>24227</u>
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	<u>0.50 %</u>	<u>0.46 %</u>	<u>0.52 %</u>
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	<u>96.58 %</u>	<u>94.59 %</u>	<u>93.65 %</u>
<u>New Installs Completed w/in 5 Days(%)</u>	<u>54.61 %</u>	<u>77.70 %</u>	<u>77.37 %</u>
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	<u>82.98 %</u>	<u>90.65 %</u>	<u>89.17 %</u>

Explanation for Objectives Not Met: _____

Does your company use its own switching facilities
to provide services within South Carolina?

YES



NO



Person Making Report / Contact Information: _____